



IOT Distributed Services  
SLA Compliance  
Enterprise Level Agreements  
For December 2011

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	92%	
Call Abandonment Rate	Less then 5% Abandoned	2%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	98%	
Email Response Rate	98% Response within 1 business hour	100%	
User Sampling Survey	95% Of Satisfied Customers	98%	
Resolution Of Incidents On Time - GMIS	80% Calls Resolved Within 24 Business Hours	82%	
Resolution Of Incidents On Time	90% Calls Resolved On Time ( By Grouping )	96%	

Account Management (general)	8 Business Hours	98.9%		4446
Applications	16 Business Hours	92.7%		1534
Data Management	32 Business Hours	95.6%		275
Database	32 Business Hours	99.1%		109
Hardware	40 Business Hours	93.4%		1743
Operating System	24 Business Hours	100%		93
Telecomm	12 Business Hours	91.5%		329

Major Issues

OWAOutage

Network Availability

CAN Availability ( Campus Area )	99.9% Availability	100%	
Dial-Up Availability	99.9% Availability	100%	
Switch Availability	99.9% Availability	99.9%	
VPN Availability	99.9% Availability	100%	
WAN Availability ( Remote Sites )	98.9% Availability	99.8%	

Server and Storage Administration

Overall Average Windows Server Availability 99.9%

Citrix Server Availability	99.9% Availability	100%	
E-Mail Server Availability	99.9% Availability	99.8%	
Shared File Server Availability	99.9% Availability	99.9%	
SQL Server Availability	99.9% Availability	99.9%	
Web/App Server Availability	99.9% Availability	100%	

Overall Average Mainframe Availability 99.9%

IBM Mainframe Availability	99.9% Availability	99.9%	
IMS Region Availability	99.9% Availability	99.9%	
DB2 Connect Availability	99.9% Availability	99.9%	

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours ( 98.0% )	546	99.7%	
New Account Requests	Creation Within 2 Business Days ( 99.0% )	1226	99.8%	

Field Operations

New Workstation Installation	Installation Within 5 Business Days ( 98.0% )	62	100%	
Peripheral and Software Installation	Installation Within 3 Business Days ( 98.0% )	504	98%	

- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

Run Date 1/6/2012